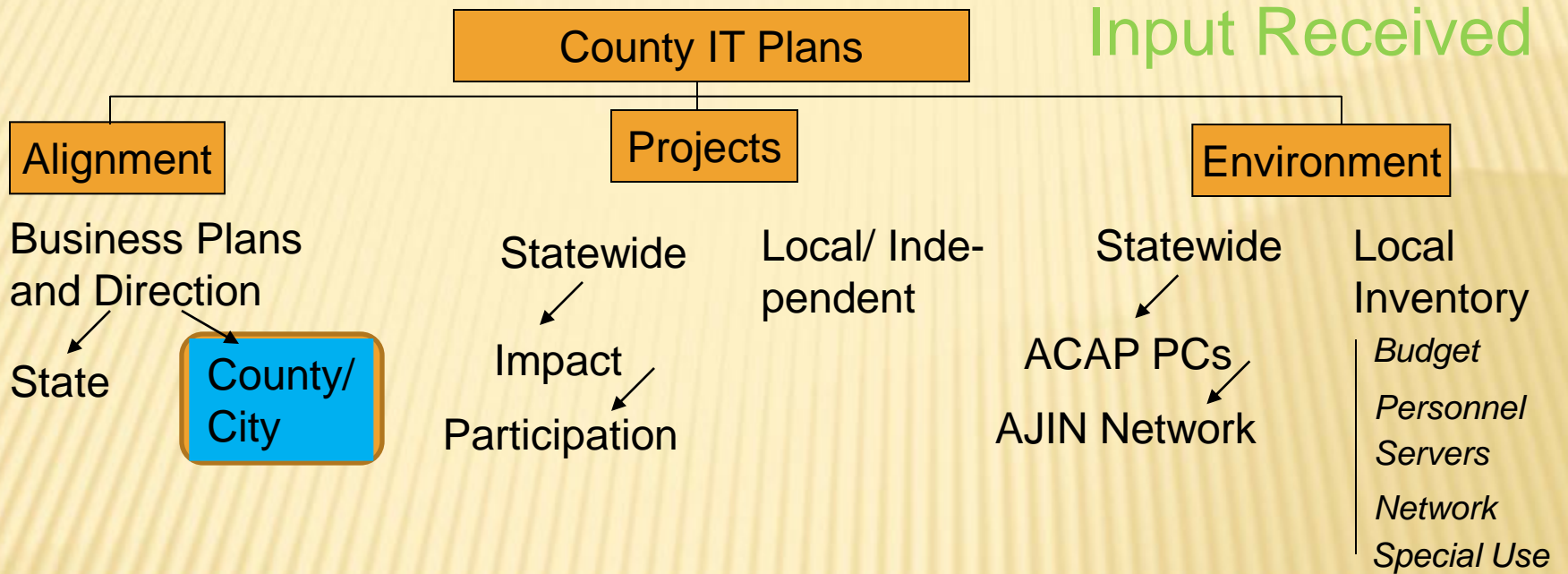


BUSINESS DRIVERS FROM IT PLANS CIRCA 2012

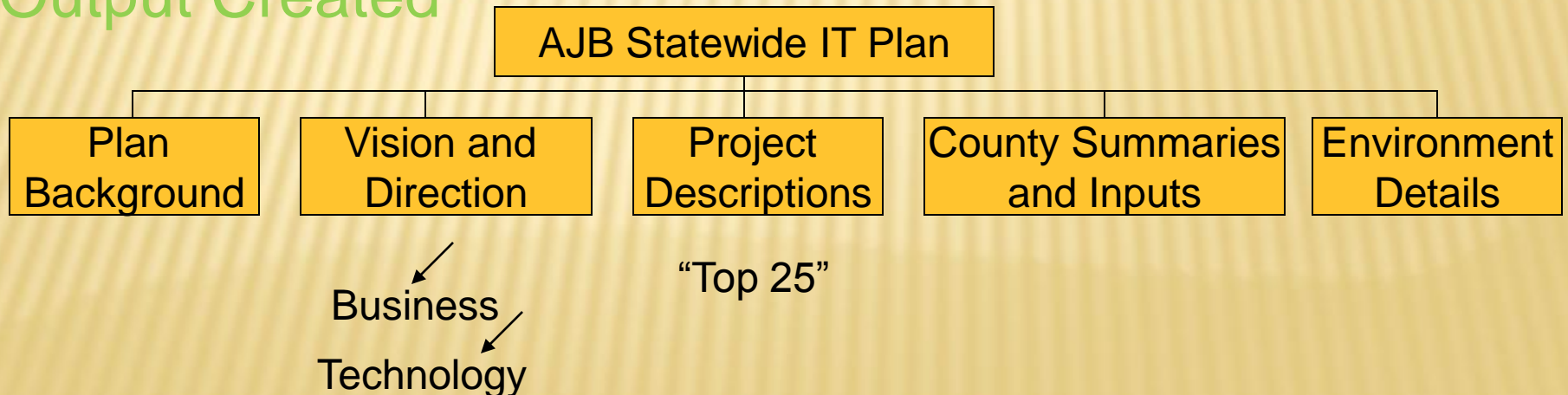
Stewart Bruner

Commission on Technology – Feb 10, 2012

GENERAL CONTEXT OF IT PLANNING



Output Created



NATIONAL CENTER'S MACRO COURT TRENDS

✕ From *Future Trends in State Courts 2011*

1. Improving access to courts through technology
2. Harnessing social media /changing outreach
3. Continued growth of specialized courts
4. Addition of special programs for specific populations
5. Need for “revolutionary” changes to address looming challenges

NATIONAL CENTER'S TECH TRENDS

1. Tremendous pressure to make technological advances in an effort to counterbalance budgetary shortfalls.
2. Moving beyond document imaging to content management that improves quality and timeliness of judicial decisions.
3. Applying customer relationship management principles to manage “touch points” with both frequent and infrequent court users.
4. All of the above necessitate process re-engineering, not simply the application of technology.

With thanks to the late Chris Crawford

NCSC'S "REVOLUTION" POINTS

Premise: Courts will be under increasing pressure to alter their roles in response to emerging trends.

1. Court leaders must jettison the mindset that we are going through a short-term rough patch and that, in time, things will get better.
2. Courts must reexamine their missions and critically review and align the scope of services they provide.
3. Court leaders must revolutionize their court cultures and work environments.
4. Court organizations must become more nimble, agile, and responsive.

With thanks to Dr. Brenda Wagenknecht-Ivey, PRAXIS Consulting, Inc

NCSC'S "REVOLUTION" POINTS

5. Leaders must rethink and dramatically alter how courts provide primary services, conduct business, and achieve effective outcomes.
 - ❖ Revolutionize work processes and caseflow management practices,
 - ❖ Improve access to services and information using low-cost social media to conduct core business
 - ❖ Use evidence-based practices and tools to target services more accurately and then monitor results
6. Courts must expand existing and forge new partnerships.
7. Court leaders must be even more tenacious in advocating for the needs of the judiciary and courts, communicating accomplishments, and demonstrating accountability.

WHAT THE PLANS SAY...



BUSINESS DRIVERS FROM PLANS



- ✗ Improve both depth and breadth of court automation tools
- ✗ Increase number + scope of electronic services for public
 - + Enhance remote public access
 - + Implement online payment (pre-adj)
- ✗ Expand justice integration and information sharing
- ✗ Reduce or better route in-courthouse traffic

BUSINESS DRIVERS FROM PLANS

- ✗ Retain and train remaining workforce
- ✗ Enhance public education efforts using social media
- ✗ Provide increased language assistance
- ✗ Address facilities + space needs
- ✗ Implement next generation probation automation + integration
- ✗ Business continuity planning



COMPARISON: COURT TRENDS & DRIVERS

NCSC TRENDS

- Improve court access through technology
- Harnessing social media
- Growing specialized courts
- Special programs for special populations
- “Revolutionary” changes to address challenges
 - Go beyond imaging to content management
 - Apply customer relationship management tools

AZ DRIVERS

- Increase number and scope of electronic services for public
- Increase language assistance
- Reduce / re-route in-courthouse traffic
- Expand justice integration/info sharing
- Business continuity planning
- Enhance public education through social media
- Address facilities and space needs
- Staff retention and training
- Next-generation probation automation / integration
- Improve depth and breadth of automation tools

2013-2015 PLAN DEVELOPMENT CYCLE

